

Job posting preview

Bulletin Number	33665BR
Type of Recruitment	Open Competitive Job Opportunity
Department	Human Resources Countywide Exams
Position Title	VETERANS CLAIMS ASSISTANT III
Rebulletin Information	This announcement is a rebulletin to re-open the filing period, update the Salary Information, Special Requirement Information, and Application and Filing Information. Persons who have already applied need not reapply, but may submit additional information by the last day of filing. The information must include your name, the correct examination title and number.
Exam Number	R8142C
Filing Type	Open Continuous
Filing Start Date	17-Apr-2015
Salary Type	Monthly
Salary Minimum	3257.46
Salary Maximum	4260.74
Special Salary Information	Pursuant to County Code Sections 6.10.060 and 6.08.360(D), a Manpower Shortage Bonus has been added in the salary range.
Position/Program Information	Performs lead duties and assists in overseeing the work of staff engaged in helping veterans and their dependents prepare and file claims for benefits. Positions allocable to this senior level class report to the Supervisor, Veterans Claims and provide technical direction to a small staff of lower level veterans claims assistants. These positions are distinguished from Veterans Claims Assistant II by their lead responsibilities and involvement with the more complex and difficult claims for benefits. Incumbents must apply a high degree of knowledge and resourcefulness in the development and evaluation of eligibility for benefits and in solving problems involved in discovery of needed information to support benefit claims. Incumbents must possess a thorough knowledge of applicable County, State and Federal laws and regulations relating to all areas of providing assistance to veterans and their dependents in the preparation of claims for benefits. They must also have knowledge of the organization and procedures of the Veterans' Administration and the State Department of Veterans' Affairs; medical terms used in legislation, regulations and claims presentation; community resources available to veterans and their dependents and the principal sources of information important in completing veterans' claims.
Essential Job Functions	<p>Interviews Veterans and their dependents, gathers information and explains applicable laws and regulations to assist with the application and qualification process for Veteran's benefits.</p> <p>Explains to veterans and/or their spouses and dependents, individuals from County and outside agencies, and the general public a variety of information (e.g., applicable laws and regulations governing the rights and benefits to which customers are entitled,</p>

resources and procedures, current legislation and trends, types and provisions of public assistance programs to ensure that the customers are properly informed about their benefits and community resources available to them in completing their claims.

Assists in coordinating the activities of Veterans Claims Assistants by aiding in counseling and problem solving.

Assists veterans and/or their spouses and dependents in processing applications and filing claims for veterans benefits (e.g., pensions, compensation, insurance, rehabilitation, education, hospitalization, medical care, dental, home loans, referrals for reemployment, Veterans Homes of America, burial); evaluates collected information and interprets and applies relevant laws and regulations, policies, and procedures to ensure that the veteran and/or their spouses and dependents receive the appropriate type of aid from various public assistance programs in accordance with the procedures of the Veterans' Administration and the State Department of Veterans' Affairs.

Acts as a liaison/Advocate with the Veterans' Administration, Department of Mental Health, local, State and federal governmental agencies; provides the customer with pertinent information to obtain the assistance, or contacts a County department or other agencies/community resources to initiate the process of obtaining assistance.

Enters numerical and textual data into various computerized systems (VETPRO) to update or correct veterans' information following department policy and procedures to ensure that Veterans data are accurate and current.

Prepares reports (i.e., Division Veterans Services Claims audit report 19, DVS16 semi-annual awards/audit report, DVS 40 Fee Waiver Report audit, Housing Authority Report, etc.) by collecting and analyzing statistical data pertaining to Veterans' issues (i.e., what sort of issues) to identify/develop new program requirements that meet the needs of Veterans and/or their spouses, dependents, and survivors.

Assist the Veterans Claims Supervisor in the implementation and coordination of newly approved programs; participates in the planning and development of new Veterans' assistance programs and special projects in order to improve services to Veterans.

Conducts the training of lower level Veterans Claims Assistants by assessing training needs, designing the training program, developing the training program, delivering the training, and evaluating the training program in order to increase staffs' ability to counsel Veterans on their rights and benefits.

Acts for the Veterans Claims Supervisor in the latter's absence by performing Veterans Claims Supervisor's roles and duties (i.e., supervises and coordinates activities of field office personnel; assists in the establishment and maintenance of branch office providing services to veterans, such as preparation of claims or referrals to other agencies; reviews new veteran's legislation and implements changes that affect the rights of veterans and their dependents; maintains records and prepares reports) to ensure continued effective service.

Serves as a lead to lower-level technical and non-technical staff by overseeing clerical staff duties/functions; provides guidance and technical expertise to staff; aligns work products with work priorities; monitors, reviews, and evaluates work products; and trains,

coaches, and mentors staff in order to ensure effective, efficient service.

Requirements

MINIMUM REQUIREMENTS:

Option 1: Three years' experience as a veteran's service officer or equivalent with a governmental agency or with a veteran's organization accredited by the Veterans Administration.

OR

Option 2: A bachelor's degree* from an accredited college** and one year's experience in work concerned with veteran counseling in connection with job placement or filing for benefit claims.

OR

Option 3: Two years' experience as a Veterans Claims Assistant II***.

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

License(s) Required

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

Special Requirement Information

*In order to receive credit for a Bachelor degree, you must include a legible copy of the official diploma, official transcripts, or official letter from the accredited** institution with your application, or within fifteen (15) calendar days from application submission.

***To qualify under option 3, applicants must have County status in this class, as evidenced by holding or having held such payroll title. NO OUT-OFCLASS EXPERIENCE WILL BE ACCEPTED.

Accreditation Information

Accreditation: **Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

Examination Content

Candidates whose applications are accepted may be invited to any part of the examination process via email. It is important that candidates provide a valid email address when completing your online employment application. Make sure to add awong@hr.lacounty.gov to your address book to ensure our emails reach your inbox.

This examination will consist of TWO (2) parts:

Part 1: A written test weighted at 60%. The written test will consist of two (2) sections.

Section 1: A Broad-Based Employment Skills Test (B-BEST), which consists of written expression, reading comprehension, and data analysis and decision-making.

Section 2: A computerized Work Styles Assessment written test that will assess achievement, confidence and optimism, deductive reasoning ability, independence, influence, professional potential, and reliability.

Candidates must achieve a passing score of 70% or higher on Part 1 in order to be invited to take the interview (Part 2).

Part 2: A structured interview weighted 40%, that will assess experience and the general abilities to perform the duties of the position, such as Technical Knowledge, Communication Skills, Customer Service, Interpersonal Skills, Adaptability/Flexibility, Cooperation, Ethics, and Ability to Effectively Serve in a Lead Capacity.

IN ACCORDANCE WITH CIVIL SERVICE RULE 7.19 THE WRITTEN TEST MATERIALS ARE STANDARDIZED AND COPYRIGHTED; AND THEREFORE, NOT SUBJECT TO REVIEW.

TRANSFER OF SCORES:

Applicants that have taken identical written test part(s) for other exams within the last 12 months, will have their written test responses for the identical test part(s) automatically transferred to this examination.

This examination contains test parts that may be used in the future for new examinations. Your scores will be transferred to the new examination and may not be allowed to re-take any identical test parts for at least 12 months.

Candidates must achieve a passing score of 70% on both assessments (i.e., the written test and the interview) in order to be placed on the eligible register.

Special Information TEST PREPARATION RESOURCES ARE AVAILABLE TO HELP CANDIDATES PREPARE FOR WRITTEN EMPLOYMENT TESTS:

- An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at:
- <http://hr.lacounty.gov>
Please click on "Job Info Center." In the section "Some helpful links," click on "Employment Test Preparation."
- You can also access practice tests for the computerized version of the test by going to the following website:
http://www.shldirect.com/practice_tests.html
-

While these study guides will help in preparing for the test, we advise you to review ALL related materials that you deem necessary.

Vacancy Information The eligible register resulting from this examination will be used to fill vacancies in the County of Los Angeles Department of Military and Veterans Affairs, as they occur.

Eligibility Information Applications will be processed on an **as-received** basis and promulgated to the eligible register accordingly.

The names of candidates receiving a passing grade in the examination will be placed on the eligible register in the order of their score group for a period of 12 months following the date of promulgation.

No person may compete in this examination more than once every twelve (12) months.

Available Shift Any

County of Los Angeles Information **View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:**

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)

OR

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

**Application and
Filing Information**

APPLICATIONS MUST BE FILED ONLINE ONLY.

APPLICATIONS SUBMITTED BY U.S. MAIL, FAX OR IN PERSON WILL NOT BE ACCEPTED.

To apply online, please click the link below:

[https://sjobs.brassring.com/1033/asp/tg/cim_jobdetail.asp?
partnerid=25082&siteid=5045&areq=33665BR](https://sjobs.brassring.com/1033/asp/tg/cim_jobdetail.asp?partnerid=25082&siteid=5045&areq=33665BR)

INSTRUCTIONS FOR FILING ONLINE:

Apply online by clicking the tab that reads "APPLY TO JOB". You can also track the status of your application using this system. We must receive your application by the time filing closes. All required documents must be submitted within fifteen (15) calendar days from application submission. Any missing required documents not submitted by the deadline will result in your application being rejected as incomplete. Note: If you are unable to attach required documents, you may email them to awong@hr.lacounty.gov. Please ensure to reference your full name, the examination title and number on the subject of your email.

All information is subject to verification. We may reject your application at any time during the examination and hiring process, including after appointment has been made.

Fill out your application completely. The acceptance of your application depends on whether you have clearly shown that you meet the **MINIMUM REQUIREMENTS**. Provide any relevant education, training, and experience in the spaces provided so we can evaluate your qualifications for the job. For each job held, give the name and address of your employer, your job title, beginning and ending dates, number of hours worked per week, description of work performed, and salary earned. If your application is incomplete, it will be rejected.

SOCIAL SECURITY NUMBER:

All applicants MUST enter a valid social security number at the time of filing. Entering anything other than a valid social security (i.e. 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES:

For candidates who may not have regular access to a computer or the internet, applications can be completed in computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORD:

All applicants must file their application online using their OWN user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

**Department Contact
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**Department Contact
Phone** 213-738-2084

Department Contact Email	awong@hr.lacounty.gov
ADA Coordinator Phone	213-351-2955
Teletype Phone	800-899-4099
California Relay Services Phone	800-735-2922
Alternate TTY Phone	800-897-0077